



Washington State Department of Early Learning

“Kids’ Potential, Our Purpose.”

10.1.5 Emergent On-call Response Policy and Procedure Tip Sheet

When is it effective? October 2009

What does it mean to me?

As the assigned on-call staff, you must:

Collaborate with DLR/CPS when responding to emergent situations after normal business hours to ensure children’s safety in child care facilities.

- DEL is notified by CA Central Intake when an allegation presents imminent danger of harm to children in child care, after normal business hours.
 - Imminent danger may include environmental or facility problems or incidents that are considered neglect if the condition remains and no steps are taken to correct the situation.
- Collaborate with CA staff to determine the safety of children. If children are in imminent danger, DEL and CA staff will discuss a plan to protect children in care.
- Propose the plan to the licensee and determine their willingness to implement it.
- If a plan is not an option, or the licensee refuses to comply and implement the plan, DEL staff will request the licensee voluntarily close immediately until further notice.
 - If the licensee refuses to voluntarily close:
 - The SAM or designee will coordinate with on-call staff and authorize local DEL licensing staff to suspend the license, following applicable statutory and regulatory procedures. (See Summary Suspension Policy and Procedure).
 - Notify parents as soon as possible.
- Contact the supervisor and/or SAM or designee for that area to discuss potential licensing action. DEL and DLR/CPS staff will coordinate with law enforcement to ensure all child care children are released to an authorized adult.
- The DEL licensor or supervisor for that site will notify the legal guardian of each child alleged to be the victim of misconduct or abuse, as soon as possible, within 72 hours.

What is important to remember?

- Respectfully communicate with the child care facility and parents or legal guardians
- A Summary Suspension may be approved if imminent risk of harm is evident
- DEL director or designee shall review and approve, deny or request further documentation
- If a licensing revocation action notice has been initiated, licensing staff may not accept a voluntary license surrender, in most cases
- Document all actions clearly in FamLink
- License is not legally suspended until the licensee physically has the suspension letter in hand (Summary suspensions are temporary and must be followed up with additional licensing actions, revocation or full restoration of the license).

Resources associated with the policy:

- 10.1.5 Emergent On-call response Policy
- 10.1.5 Emergent On-call Procedure
- Licensing Critical Incident Report

Training expectation:

- Supervisors are responsible for ensuring that all licensing staff have read and understand and follow all new policies as they are distributed.

**“Together, with
parents and
partners, we offer
children world-
class learning
opportunities so
they reach their
full potential.”**

Use the Licensing Issues Application, located on the Insider Licensing page, to report any issues with current documents.